

QUESTIONS TO THE AUSTRALIAN AGED CARE QUALITY AGENCY

The accreditation agency visited BUPA Kempsey on April 17-18 2012 – this was about four months after Beryl Watson's death.

Clive Watson had his complaint on the records at BUPA (he wrote to them in January) and there had already been an investigation by BUPA at that time. Were the assessors aware of these complaints and the subsequent investigation when they went in on April 17-18, 2012?

How did the home meet the entire 44 standards in April 2012 considering these were unresolved issues?

Also the coroner found serious issues about the care which the home was giving and that, despite promises by BUPA Kempsey, systems for training and changing procedure had not been put in place. As the agency examines systems at an aged care facility, how did BUPA Kempsey receive a 44 out of 44 rating?

RESPONSES FROM THE AUSTRALIAN AGED CARE QUALITY AGENCY

The re-accreditation audit was conducted over two full days (17-18 April, 2012). The assessment team members consider a range of evidence sources, and this includes talking to residents themselves about whether they are satisfied with the quality of care and services they receive at the home, as well as reviewing resident care records, and interviewing both care managers and front-line staff.

The report of the assessment team shows they interviewed 22 staff members including Managers, Registered Nurses, Care Staff and other support/ancillary staff; and that they also reviewed 4 audit folders, 11 resident files, 11 resident care plans and 30 resident medication charts.

The assessment team also interviewed 10 resident/representatives about their satisfaction with a wide range of aspects of care at the home. The report contains various references to residents being generally satisfied with the level of consultation around their care needs, and quality of the services and care they receive. There were 71 residents in the home at that time.

The home was found to meet all 44/44 expected outcomes at that time.

At the time of the audit, we were unaware of a specific complaint, or matters around Mrs Watson's death.

The Aged Care Complaints scheme is the appropriate body to investigate and resolve complaints about individual care.